

INVESTOR GRIEVANCE REDRESSAL POLICY



InvAscent ILSF Manager LLP

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I. BACKGROUND

India Life Sciences Fund IV ('the Fund') is managed by InvAscent ILSF Manager LLP ('InvAscent'/'FME').

InvAscent is registered with the International Financial Services Centres Authority ('IFSCA') to operate as a Fund Management Entity ('FME') under the Non-retail Category in accordance with the IFSCA (Fund Management) Regulations 2025 ('FME Regulations') as amended from time to time.

The FME believes that service to the contributor of the Fund i.e. investor / client is a vital element for sustained business growth and ensures that contributors receive exemplary service. Prompt and efficient service is essential for retaining existing relationships and therefore, contributors' satisfaction is paramount. Queries and Complaints constitute an important aspect, and this policy details Grievance handling process through a structured Grievance redressal framework. Grievance redressal is supported by a review mechanism, to minimize the recurrence of similar issues in future.

Grievances include allegations such as failure to disclose conflicts of interest, misrepresentations, etc. and Complaints regarding processing of drawdown transactions, discriminatory treatment among various classes of unit holder, distribution of units etc. Investor feedbacks, queries/clarifications will not be considered as instances of Complaint or Grievance.

II. OBJECTIVES OF THE POLICY

The Fund will endeavour to address client Complaint/Grievance in a swift and effective manner within a reasonable time period from the date the Grievance is raised. Additionally, efforts will be made to prevent similar Grievances from arising in the future.

The Fund will ensure that the policy is geared towards achieving the following objectives:

- Contributors are treated fairly, reasonably, and justly;
- Contributor confidentiality and privacy is maintained;

III. IFSCA REQUIREMENTS

As per the FME Regulations and IFSCA circulars issued from time to time, the Complaint Redressal Officer (CRO)/Complaint Redressal Appellate Officer (CRAO) as appointed/designated by the FME for the Fund shall seek to attend to and address any investor query/concern/Grievance immediately.

The compliance officer of a the FME shall ensure that handling and disposal of Complaints/Grievance by the FME is in accordance with the regulatory requirements specified by IFSCA from time to time.

The FME should ensure that this official is vested with the necessary authority and independence to handle Complaints received from the Investors.

Further to this the Principal Officer of the Fund shall periodically review the investor Complaints received and shall ensure immediate redressal of the same by the FME.

IV. GRIEVANCE REDRESSAL MECHANISM

Complaints/Grievances – Meaning:

Complaints/Grievance means any written or electronic communication, excluding those specified in **Annexure – I**, from an investor or any aggrieved party expressing dissatisfaction with the services, conduct, obligations, or policies of the AIF, Fund Manager, Trustee, or any associated entity, requiring remedial action or resolution.

Investors may raise their Complaints/ Grievances through the following modes:

- Registering the Complaint/Grievance with the CRO/Compliance Officer of the Fund through email/letter.
- Registering the Complaint/Grievance with International Financial Services Centre Authority ('IFSCA') and

Dispute resolution mechanism, as provided below

Step 1: Registration and Acknowledgement of Complaint/Grievance

- Investors can contact Mr. Bhavesh Sonesara ("CRO ") for any queries and Complaints.
- A Complaint can be registered by the Investor by contacting the Compliance Officer via email or letter as mentioned below:
 - Email: <<**bhavesh.sonesara@InvAscent.com**>>
 - Registered Office address – **Unit No. 1505 A Signature, Fifteen Floor, Block 13B Zone-1 GIFT SEZ Gandhinagar, Gujarat, 382355**
- Any Complaints received will be directed and acknowledged by the CRO. The CRO shall share the acknowledgement with the investor raising such Compliant/Grievance within 2 business days of receipt of such Complaint as a confirmation for such registration. This acknowledgement reference number will also help in tracking the progress/ status of the Compliant/Grievance.
- The CRO will strive to address all Complaints and provide redressal within 10 business days.
- The CRO will keep the Investors duly informed of the status and actions taken.

Step 2: Escalation level 1: Registration of Complaint with Complaint Redressal Appellate Officer (CRAO)

In case the CRO does not respond/resolve the Complaint within 10 days from the date of receipt of such Complaint or if the investor is not satisfied with the resolution or the manner in which Compliant/Grievance is being addressed, it can be escalated to the CRAO through:

- Email: <<**hemant.ajmera@InvAscent.com**>>
- Registered Office address - **Unit No. 1505 A Signature, Fifteen Floor, Block 13B Zone-1 GIFT SEZ Gandhinagar, Gujarat, 382355**

Step 3: Escalation level 2: Registering of Complaint with International Financial Services Centre Authority (IFSCA)

Complaints will be investigated and redressed within reasonable time from the date of receipt of Complaint. Certain types of Complaints, involving fraud, legal inputs and third party will be acknowledged and the turnaround time will clearly be communicated to the investor accordingly. The prompt communication of the Fund's stand on any issue is important and is done clearly in an investor friendly manner. Further, if the investor is not satisfied with the resolution or the manner in which Compliant/Grievance is being addressed, then he/she may also escalate the issue to the International Financial Services Centre Authority by contacting the concerned officers in the Investment Division of the Capital Market Department through email or phone mentioned at following web address: <https://ifsca.gov.in/Pages/Contents/ListOfOfficers>

Where an Investor/contributor/complainant is not satisfied with the decision of the CRAO, he/she/it may file a Complaint before the Authority through email to grievance-redressal@ifsca.gov.in preferably within 21 days from the receipt of the decision from the CRAO/the Fund.

V. DISPUTE RESOLUTION MECHANISM

Any Complaints or dispute not resolved to satisfaction of contributors per the above Grievance redressal framework will be resolved by settlement through conciliation or arbitration process as may be agreed under the respective agreements with the contributors.

VI. RECORD KEEPING

The Fund will ensure quarterly compilation of the records of investor Complaints received against the Fund and redressal status thereof within 7 days from the end of each quarter.

All records pertaining to investor Complaints/Grievances received by the Fund and redressal of such Complaint/Grievances will be maintained by the Fund at all times as detailed in **Annexure II**.

VII. REPORTING AND DISCLOSURE

The Fund will comply with the applicable FME Regulations updated from time to time vis-à-vis the disclosure requirements applicable to the Fund.

The Fund/ Investment Manager will ensure disclosure of the above Grievance Redressal Mechanism in the PPM of the Fund. Such Grievance Redressal Mechanism as mentioned will also include an option for the investors to approach IFSCA, if required.

VIII. REVIEW OF POLICY

The Policy will be reviewed on at reasonable intervals as may be required, in light of any material changes in regulatory framework or for business or operational reasons. Any subsequent changes will form part of the Policy after the approval of the Designated Partners.

Annexure I

- Anonymous Complaints (except whistleblower Complaints)
- Incomplete or un-specific Complaints
- Allegations without supporting documents
- Suggestions or seeking guidance/explanation
- Complaints on matters not relating to the financial products or services provided by the Regulated Entity
- Complaints about any unregistered/ un-regulated activity
- References in the nature of seeking information or clarifications about financial products or services

Annexure II

Records of Complaints/Grievances

- i. Complaints received and processed
- ii. All correspondence exchanged between the Regulated Entity and the complainants
- iii. All information and documents examined and relied upon by the Regulated Entity while processing of the Complaints;
- iv. Outcome of the Complaints
- v. Reasons for rejection of Complaints, if any
- vi. Timelines for processing of Complaints and
- vii. Data of all Complaints handled by it.